

CONSOLIDATED INFORMATION TECHNOLOGY SERVICES TASK ASSIGNMENT (TA)

1. **TITLE:** (A1) IT Support for the Science Support Office

TA No: OBB003-Rev13

Task Area Monitor:

Alternate Task Area Monitor:

None

NASA POC:

Software Control Class:

Low Control

Type of Task: Recurring Task

2. **BACKGROUND**

The Science Support Office (SSO) supports NASA's Science Mission Directorate, the Exploration Systems Mission Directorate, and other functional codes.

3. **OBJECTIVE**

The primary objective of this task is to provide support for systems located in building 1151, which consists primarily of Apple and Windows computers, Windows Servers for the RES and a backup server. Systems to be supported are mainly housed in building 1151.

The secondary objective of this task is to provide the specialize support necessary to:

- o Maintain the current Science Mission/Investigation Acquisition Web Sites (approximately 10)
- o Maintain the SSO Evaluator Database
- o Provide application maintenance, configuration, customer and system administration support for the current Remote Evaluation System (RES)
- o RES application development

The contractor shall provide information technology and system administration support on equipment not supported by ODIN. Any equipment or software will be purchased by, and with concurrence of the Government. The Government may request contractor to make IT purchases.

4. **GENERAL IT SUPPORT SERVICES**

Services Specified Through Exhibit A:

Services under this task include: On-Site System Administration, IT Security Administration, Limited Hardware Maintenance, System Software Maintenance, Applications Management, Customer Support and IT Consultation.

An Exhibit A, Inventory of Equipment and Software, will be created at later date, which defines the required general IT support services and equipment. Equipment to be listed in Exhibit A has not been purchased by the Government at this time.

The services of System and IT Security Administration shall be provided for those systems with "System and IT Security Administration Required" checked in Exhibit A. The level of security shall be consistent with the information category identified by the code checked for each such system (see NPG 2810.1). If these services are not required for the system as a whole, they shall be provided for any isolated processors where the information category code is entered in the SSA column.

Any system software, application software, or database software that is licensed to run on a particular item of equipment is entered in the respective column for that item. Software that does not require a license is also included if it is relevant to any of the required services.

The services of System Administration (SA), Hardware Maintenance (HM), System Software Maintenance (SSM), Applications Management (AM) and Database Administration (DBA) are required for the items of equipment or software that are checked in the respective columns of Exhibit A.

Customer Support and IT Consultation and Training:

The Contractor shall provide the basic level of Customer Support and IT Consultation and Training given in Sections 4.7 and 4.8 paragraphs a) and c) for the SOW for all General IT Support Services.

Excerpt from ConITS SOW, Sections 4.7 and 4.8 a&c:

"4.7. Customer Support

A basic level of customer support is required for all General IT Support Services to include:

- a) Consultation and assistance on basic use of equipment and applications.
- b) Efficient mechanism for communication between customer and IT support staff.
- c) Prompt response (within 2 hours) to user problems. Two hours commences when the call is received by the CONITS contractor.
- d) Provide and use an electronic customer request tracking system to give the current status of requests or problems and their resolution.
- e) Interface with system administrators, system security administrators, database administrators, and other application administrators as necessary to resolve the problem for the customer.

Other customer support activities such as help desk, training, and end-user documentation will be specified in task assignments.

4.8. Consultation and Training

The contractor shall provide technical support, consulting, and coordination to ensure orderly system implementation, integration, and operation of all systems, systems software, and application software identified in task assignments. Additional consulting requirements may be identified in task assignments and include, but are not limited to:

a) Assist the Government in defining data and information requirements, data sources, and intended end-user applications, and recommend appropriate information technology, products, and capabilities for satisfying information requirements.

c) Perform studies analyzing new technologies, analyzing feasibility of technical approaches, defining user requirements, analyzing existing environments, identifying constraints, deriving and analyzing alternative solutions, recommending approaches and solutions, and estimating costs and benefits."

Exceptions and Additional Requirements:

For systems that are covered under vendor or third-party hardware or software maintenance contracts, the Contractor shall obtain quotes for replacement parts or upgrades and provide them to the LaRC point of contact for procurement.

The Contractor shall provide consultation to the Government in coordination of construction of new computer facilities and relocation of computer equipment.

Computer systems will be set up to operate 24 hours a day, seven (7) days a week, with a return to service within eight (8) hours whenever possible.

The Contractor will wipe hard drives on computers for SSO with following stipulations:

The contractor staff will first obtain the approval of the contractor supervisor (Task Lead), and the Organizational Unit Manager (Branch Head or assignee) prior to wiping the hard drives of computers that are used by retiring and/or terminating employees. Such approval is not needed for the replacement of equipment when the end user is simply replacing one computer for another when the data on the hard drive will be transferred to the new computer, or in the case of a hard drive failure.

The contractor will provide support of the remote evaluation servers for hardware failure diagnosis, interfacing with the hardware vendors, support of the operating system, system software, and generally well known applications. The contractor will support web server applications stated in Work Area Services of this TA. The contractor will provide support for IT security, accreditation and certification.

General IT Support Services Performance Metrics

Performance Standard: Response to requests for help is given within four (4) hours. Customer requests are tracked and appropriate expert advice is sought when needed. Appropriate and correct advice is given

Performance Metrics:

Exceeds: "Meets" and customers rate service as very-good to excellent.

Meets: Response to requests for help is given within four (4) hours. Customer requests are tracked and appropriate expert advice is sought when needed. Customers rate service as satisfactory or better.

Fails: Customers rate service as unsatisfactory

5. SYSTEM AND APPLICATION DEVELOPMENT SERVICES

None required.

6. WORK-AREA SPECIFIC SERVICES

Work Area Title: Website Development and Support

LaRC Manager: Jennings Cherry

Work Area Description: The Science Support Office maintains approximately 10 publicly accessible Science Mission/Investigation Acquisition Web sites, each containing 1 to 13 pages with multiple links to sites internal and external to LaRC. There are two (2) internally accessible web sites that are under development. Each site has its own Acquisition Manager responsible for the site and its contents.

Work Area Requirements: Requirements

1. Maintaining and making modifications to existing set of Web pages.

Assure all sites adhere to 508 Accessibility and LMS-CP-5909 Government policies regarding design and functionality of Web sites. There is currently no requirement to modify the Web sites to provide uniform appearance or navigation, or to make all the sites accessible from a single or primary Science Mission/Investigation Acquisition Web site.

The maintenance associated with the Web sites requires adding links, modifying text and HTML, converting documents to PDF format and uploading documents.

The customer will email requests for updates to the Web sites and has requested changes be completed within 4 work hours or as specified in the email.

Maintenance is required for the SSO web sites, which will be specified in an attachment, Exhibit B, to this task. The contractor will maintain the list of maintained web sites on the Exhibit B to be updated monthly.

2. Requests for development of new of Science Mission/Investigation Acquisition Web sites will occur 1 to 3 times per year. The customer requests that new Web sites be completed within 4 work days based on the assumption that the format and content of new Web sites will be similar to the existing sites and the customer will provide a word file with the text and hyperlinks for each new Web site.

Assure all sites adhere to 508 Accessibility and LMS-CP-5909 Government policies regarding design and functionality of Web sites.

Web sites must be accessible with the current versions of Netscape, Internet Explorer and Mosaic browsers on PC, Mac and UNIX platforms.

3. Maintain customer's web public server.

The Science Support Office has a Unix web server and ConITS has migrated the Web

sites to that server. The customer requires maintenance of the server and regular security updates and audits.

4. Provide a report weekly on any broken links in the web pages.

Provide recommendations to the customer for a tool that will provide information about broken links.

Send broken link reports to the Acquisition Manager responsible for the Web site.

5. All web sites will be archived once they are taken off the web.

Work Area Title: SSO Evaluator Web Application

LaRC Manager: Jennings Cherry

Work Area Description: ConITS has converted the SSO FileMaker Pro Evaluator database to a SSO Evaluator database, web-based, application in HTML/ColdFusion/Oracle, hosted on an ISB central server.

Work Area Requirements: The Science Support Office requires support and maintenance of the SSO Evaluator web application.

Work Area Title: Remote Evaluation System Support

LaRC Manager: Jennings Cherry

Work Area Description: Provide support for the Remote Evaluation System (RES). The RES currently is housed at LaRC in building 1151, and consists of two Windows Servers running IIS. RES software was written by a NASA contractor in Frontpage, Perl, and Javascript.

Work Area Requirements: Provide application maintenance, configuration, customer, and system administration support for the Remote Evaluation System (RES). RES support will be required for approximately 6-8 proposal evaluations annually. Intermittent after hour and weekend support may be required. Custom coding for minor changes, updates and bug fixes may be required. Some amount of documentation will be required in this task to describe the hardware and software to a level that will convey its configuration and operation to another IT professional.

Work Area Title: Remote Evaluation System Application Development

LaRC Manager: Jennings Cherry

Work Area Description: The contractor will develop a new Remote Evaluation System (RES) in ColdFusion with an Oracle database. The new RES will be 508 compliant. Some of the existing RES functionality will be incorporated into the new system; however, the new RES will have an online system administration function to maintain evaluation factors, file exchange folders, and user access to the system and the data files.

Work Area Requirements: Following the meeting/demo on 15 December 2008, the RES customer requested additional functionality for the new RES. Major changes and additions include:

- o Changes to the online Evaluation function
- o Modify the Evaluation Comment input screen
- o Changes to the Create Fat Matrix function
- o Changes to the Post Fat Matrix function
- o Changes to the Form C creation function

- o New functionality to provide a Resume upload and download functionality in the Manage My Profile area of the system
- o Provide ability for user to view default factors, findings, and FX categories when setting up a new acquisition
- o Addition of Reports for Panel Leads and Acquisition Managers
- o Evaluation spreadsheet download customized with Proposal Factors and Findings
- o Evaluation spreadsheet upload to populate the database with evaluation data for a specific Acquisition's proposal

The contractor shall provide periodic demonstrations of new functionality and make changes or modifications to the system as requested by the government following the demonstrations.

The contractor will provide system and user documentation to the level of detail for an IT professional to maintain the system. Expected documentation delivered should include:

- o Functional Requirements Document (FRD)
- o Testing checklists
- o Users Guides
- o PowerPoint Templates for Kickoff Meetings
- o PowerPoint Templates for Task Leads

The contractor shall also provide training on the use of the new RES as requested by the government customer.

The contractor will deliver the system with code updates and its accompanying documentation according to the agreed upon schedule.

Once the new RES is operational, the Contractor shall provide Help Desk support to all users. This support shall include, but is not limited to: questions about system usage, access to the application, bug fixes, and general application assistance for users during their acquisitions. Help Desk support is requested during the normal business working hours of 8:00 AM to 4:30 PM EST. SSO reserves the right to request extended Help Desk operational support hours in peak periods (i.e. just prior to Fat Matrix telecons).

7. Exhibit A

[Exhibit A](#)

8. SPECIAL SECURITY REQUIREMENTS

None required.

9. SOFTWARE ENGINEERING PROCESS REQUIREMENTS

None required.

10. JOINT REVIEW SCHEDULE

There will be a joint review of the work of this task at meetings to be held annually. The following persons or their alternates are required to attend: NASA technical monitor and Contractor personnel assigned to task. Technical performance, timeliness and cost will be discussed.

11. PERIOD OF PERFORMANCE

This TA is effective from 02/01/04 to 04/27/10

12. TECHNICAL PERFORMANCE RATING

In evaluating Technical Performance, quality and timeliness shall be rated as follows:

Quality: 50% Timeliness: 50%

13. RESPONSE REQUIREMENTS

This Task Plan shall address the contractor's specific work plans, associated estimated labor hours, cost and schedule.

14. GOVERNMENT ESTIMATED COST

15. FUNDING INFORMATION

Funding last submitted on 09/24/2009.

16. MILESTONES

None required.

17. DELIVERABLES

None required.

18. FILE ATTACHMENTS

None.